

August 10, 2018

**Via Electronic Filing**

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

*Re: Notification of Substantive Change, Structure and Practices of the Video Relay Service Program, CG Docket No. 10-51; Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123—47 C.F.R. § 64.606(f)(2).*

Dear Ms. Dortch:

Pursuant to 47 C.F.R. § 64.606(f)(2), Sorenson Communications, Inc., (“Sorenson”) hereby notifies the Commission of substantive changes to its TRS service. On or around June 11, 2018, Sorenson discontinued its legacy URL 911.svrs.tv. All VRS customers can reach Sorenson VRS by dialing 866-327-8877. As indicated in the VRS providers’ January 8, 2015 joint letter<sup>1</sup> and Sorenson’s October 31, 2013 letter<sup>2</sup> to the Commission, part of the industrywide transition to session initiation protocol (SIP) involves phasing out support for dialing by domain for customers wishing to dial around to other providers, in favor of 10-digit numbers. As described in Sorenson’s October 31, 2013 letter, Sorenson does not expect these changes to affect its compliance with applicable minimum standards.

Separately, on or around August 1, 2018, Sorenson implemented its Endpoints 8.5 project, which added new or enhanced existing features to Sorenson’s ntouch Mobile and ntouch Desktop applications. The changes include:

**For Desktop and Mobile Platforms**

- The addition of a backup feature, the Core Offline mode, to allow customers to make videophone and VRS calls using a SIP Proxy in situations where our authentication server is temporarily offline;
- New video playback technologies to increase the quality of In-call video and the playback of SignMail videos;
- Improved SIP Signaling security; and

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<sup>1</sup> Letter from Gabrielle Joseph et al. to Marlene H. Dortch, Secretary, FCC, CG Docket Nos. 03-123, 10-51 (Jan. 8, 2015).

<sup>2</sup> Letter from John T. Nakahata and Mark D. Davis to Kris Monteith and Gregory Hlibok, CG Docket Nos. 10-51, 03-123 (Oct. 31, 2013).

- Both the iOS and Android endpoints will provide geolocation information to Emergency Services to improve response during 911 calls.

**For the Android Application Only**

- Compliance with new Google Play Store requirements.

**For the iOS Application Only**

- The addition of video clips in SignMail push notifications; and
- The addition of contact photos in Missed Call push notifications.

Sorenson does not expect these changes to affect its compliance with applicable minimum standards.

Sincerely,



Grant A. Beckmann  
COO